



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF CUSTOMS
MANILA 1099

June 22, 2010

CUSTOMS ADMINISTRATIVE ORDER

No. Fi-2010

TO: All Bureau Officials and Employees

SUBJECT: Enhancing the BOC Integrity Action Plan (IAP) by Providing for a System of Rewards and Penalties in the Implementation/Accomplishment of IAP Projects

Pursuant to Section 608 of the Tariff and Customs Code of the Philippines (TCCP), in relation to Republic Act 9335, also known as the Attrition Act of 2005, and its Implementing Rules and Regulations, CMO 35-2001 on the BOC's Program on Awards and Incentives for Service Excellence (PRAISE), and CMO 17-2009 on the Revision of the Performance Management System (PMS), the following are hereby promulgated:

I. OBJECTIVES:

1. To provide mechanism for a more effective implementation and monitoring of the activities, programs and projects under the BOC Integrity Action Plan.
2. To institute a reward and penalty system to ensure timely and effective compliance with the respective task/s assigned to responsible BOC officials.
3. To comply with Strategic Action No. 7 of Goal No. 2 of the BOC Strategic Plan for 2008-2012 (Continue the implementation of the Customs Anti-corruption Plan)
4. To institute better accountability and responsibility in the accomplishment of the activities, programs and projects.

II. COVERAGE

This Order shall cover all officials and employees of the Bureau assigned to handle, implement and monitor the activities, programs and projects identified under the revised BOC-IAP (attached as Annex "A") for the purpose of improving the integrity and/or further professionalizing the Bureau and its personnel.

III. BUREAU OF CUSTOMS INTEGRITY ACTION PLAN (BOC-IAP)

The Bureau of Customs Integrity Action Plan (BOC-IAP), created pursuant to Customs Memorandum Order (CMO) 23-2008 dated April 25, 2008, [which updated and renamed the Customs Anti-Corruption Plan (CACAP), circulated per

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Memorandum of the Office of the Commissioner dated February 16, 2007] is hereby revised and shall remain effective until updated and/or amended.

The Revised BOC-IAP, which has been made more strategic and given a positive image, is a holistic approach to improve the level of integrity and foster good governance by introducing programs, projects and activities that threads throughout the entirety of Customs Administration focusing on areas where enhancements/improvements have to be made, such as cargo clearance procedures, automation, legislation, human resources, financial management, and external relationships, to name a few. The activities are clustered under three objectives of enhancing individual integrity, safeguarding the integrity of systems and enhancing institutional integrity and integrity of stakeholders.

IV THE INTEGRITY DEVELOPMENT COMMITTEE (IDC) AND ITS FUNCTIONS:

The Integrity Development Committee, initially created pursuant to CPO D-58-2006, amended by CPO-D-40-200, shall continue to function as the primary mover of the Integrity Action Plan. However, It shall be reconstituted as follows:

Chairman – Commissioner of Customs

Managing Chairman – Deputy Commissioner, Internal Administration Group (IAG)


Members – Deputy Commissioners (IG, EG, MISTG, RCMG, AOCC, PEAG)
President, Collector's Association of the Philippines
Representative, Office of the Commissioner
Representative, Bureau of Customs Employees Association
BOC Resident Ombudsman
President, Chamber of Customs Brokers, Inc.
All BOC Responsible Officials for each IAP Activity

Secretariat – As named by the Chairman, IDC.

A Customs Personnel Order shall be issued to implement the above composition.

The IDC shall perform the following functions:

1. Monitor the implementation of programs and projects in the Revised BOC-IAP, provide the necessary support and assistance to the Responsible Official/s and submit progress report to the BOC management, national anti-corruption bodies, regional and/or international organization and other interested stakeholders.
2. Review, evaluate and update the Revised BOC-IAP programs and projects at least once a year or as often as necessary;
3. Continuously identify systems, processes and procedures in the BOC that are vulnerable to corruption, propose programs and projects to address the same for possible inclusion in the Revised BOC-IAP;

 (in 03612)

4. Serve as the focal group for all discussions and activities relating to anti-corruption measures in the Bureau; and
5. Coordinate with the PRAISE Committee or any group/office/unit for purposes of item VI hereof.

V. REPORTING AND MONITORING GUIDELINES:

1. Each Responsible Official named in the Revised BOC-IAP shall form his/her own Working Team to prepare the detailed Working Plan and execute the activities/actions required for his/her project. The detailed Working Plan, as prescribed, shall be submitted by the Responsible Official to the IDC and shall be updated as often as necessary.
2. The IDC shall conduct monthly meetings, preferably on the 2nd Tuesday of the month, to gather status reports based on the submitted detailed Working Plan and to discuss relevant issues, concerns and problems.
3. As far as practicable, the Commissioner shall attend / spearhead the IDC meetings even if the Managing Chairman shall preside over the actual meetings and ensure compliance to all reportorial requirements.
4. Each Responsible Official shall strictly submit a Quarterly Accomplishment Report on or before the following dates:
 - First Quarter, covering Jan – March by April 15
 - Second Quarter, covering April – June by July 15
 - Third Quarter, covering July – September by October 15
 - Fourth Quarter, covering October – December by January 15
5. The IDC Secretariat shall be responsible for gathering and collating Progress/Status/Quarterly Reports for submission to the BOC management, national anti-corruption bodies, regional and/or international organization and other interested stakeholders. It shall also render the necessary inputs or reports for purposes of the responsible officials/staff's performance report/PES.

VI. ACCOUNTABILITY / REWARDS & PENALTIES

1. In order to ensure consistency, all members of the IDC or the Alternate of the absent Member, are required to attend all IDC Meetings.
2. Each Responsible Official shall be held accountable and responsible to ensure accomplishment of his/her program/project/activity including the timely submission of required reports.
3. The task/s given to the Responsible Official and his/her Working Team shall be included in his/her commitments/targets and shall likewise be considered in the rating of accomplishments in their respective Individual Performance Evaluation Report (PES or CESPES).
4. Further, for the Responsible Official and his/her Working Team who are able to submit / accomplish the assigned task/s on or before the required period or date, the provisions under CMO 35-2001, specifically item IV on Awards and Incentives shall be made applicable. Accordingly, the PRAISE Committee is

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hereby directed to include in its Bureau-Wide Awards an appropriate category for the giving of awards and/or incentives to officials or units who have shown dedication and excellent performance in the accomplishment of a project or activity under the Revised BOC-IAP.

5. On the other hand, those who accomplish the task/s beyond the time allotted, or fail to submit or accomplish the task/s at all, shall be given the appropriate sanctions/penalties under the same rules, after due consideration of justifications or explanations as to the reasons for the said failure or inability.
6. The members of the IDC and the Secretariat shall be entitled to an Honorarium to be determined by the Commissioner of Customs, chargeable against BOC funds, subject to the usual accounting and auditing rules and regulations.

VII REPEALING CLAUSE

CMO 23-2008 and all Orders, Memorandums Circulars or any part thereof, which are inconsistent with this Order are hereby deemed repealed and/or modified accordingly.

VIII SEPARABILITY CLAUSE

If any part of this Order is declared by the Courts as unconstitutional or contrary to existing laws, the other parts so declared shall remain in full force and effect.

IX EFFECTIVITY

This Order shall take effect immediately.

NAPOLEON L. MORALES
Commissioner



APPROVED:

MARGARITO B. TEVES
Secretary, Department of Finance
Date

2008

Introduction

Annex "A"

The **Bureau of Customs Integrity Action Plan** (BOC-IAP) was created pursuant to Customs Memorandum Order (CMO) 23-2008 dated April 25, 2008, updating and renaming the Customs Anti-Corruption Plan (CACP) as circulated per Memorandum of the Office of the Commissioner dated February 16, 2007.

The BOC-IAP, which was made more strategic and given a positive image, is a holistic approach to improve the level of integrity and foster good governance by introducing programs, projects and activities that threads throughout the entirety of Customs Administration focusing on areas where enhancements /improvements have to be made such as cargo clearance procedures, automation, legislation, human resources, and external relationships, to name a few. The activities are clustered into three objectives of enhancing individual integrity, safeguarding the integrity of systems and enhancing institutional integrity and integrity of stakeholders.

With the assistance of EU-TRTA, a focus group discussion among various responsible officers of each component action was conducted last May 6 and 7 which paved the way for the grounding of issues and challenges to the implementation of the BoC Integrity Action Plan and consequentially, the needed revision of the actions. This was followed by a conduct of a workshop participated in by selected process owners and responsible officers for every action component included in the BoC-IAP last May 20-22 at Subic, Olongapo. During the workshop, the status of implementation of each BoC -IAP component action was thoroughly discussed including the adoption of remedial measures to ensure implementation of the action and achievement of verifiable indicators. The measures were further classified into; those needing management support, financial, human and technical resources and those that are actually dependent upon external agencies such as the Congress and the Department of Budget and Management. The activity facilitated the prioritization of the remedial actions using ease of implementation and the advantages or impact in terms of enhancing integrity. Every output of group discussion was then brought to the plenary for further review as to the targeted dates, verifiable indicators and responsible officer. A symbolical presentation of the Revised Integrity Action Plan to the Honorable Commissioner, capped the closing ceremony of the workshop on May 22, 2010. Finally on June 1, 2010, the secretariat and the TWG together with the consultant performed the necessary fine tuning of the action plan, removing actions that were already done, redundant and irrelevant while at the same time, adopting creative ways and means to instill excitement and commitment to seeing to it that the actions are implemented.

The Revised BoC-IAP has built in mechanisms to ensure management of the IAP implementation by elevating the CMO into a CAO and providing rewards and penalties to attendance, non-attendance to IDC meetings, performance and non performance of the actions specified in the Action Plan by the different responsible officer.

There is no perfect time as it is right now to revisit actions which we have committed to pursue our dedicated commitment to enhance integrity not only within ourselves but also in our workplace by improving on our systems and existing institutions as we work together with our partners and stakeholders.

BUREAU OF CUSTOMS
Revised Integrity Action Plan (Revised BOC-IAP)
 Per CAO No. _____ dated _____

ITEM NO. / KEY ELEMENT (1)	STRATEGIC GOAL (2)	PROGRAM/PROJECT ACTIVITIES (3)	TIME FRAME / COMPLETION DATE (4)	VERIFIABLE PERFORMANCE INDICATORS (5)	RESPONSIBLE OFFICIAL(S) (6)
CLUSTER 1 – ENHANCING INDIVIDUAL INTEGRITY					
1. Code of Conduct	To foster employee compliance with appropriate ethical behavior	Follow up the signing of the Code of Conduct by the Commissioner of Customs by submitting a Memorandum explaining that the issues raised by the Commissioner's staff have all been addressed by the TWG	First week of June 2010	The Code of Conduct is signed and has been put into effect	Deputy Commissioner Jose L. Ong
		Post the new Code of Conduct in the BOC website	Within one month from the approval of the Code	CoC posted in BoC Website	Ms. Erlinda Lazaro
		Ensure that all employees receive copy of, and acknowledged receipt of the Code of Conduct	Within 6 months from approval of the Code	100% of employees acknowledge receipt of the Code of Conduct	Ms. Erlinda Lazaro

		Conduct orientation/workshop and seminars regarding the Code of Conduct	Within one year from approval of the Code	100% of employees receive orientation workshop and seminars	Ms. Lilibeth Bonifacio
2. Human Resource Management	To increase and rationalize the compensation and benefits of employees in order to lessen motivation towards corruption for personal gain	Prepare a laundry list of possible additional benefits that may be granted to BOC personnel under the current budgetary limitations and monitor implementation of the same	August 30, 2010	Laundry List prepared together with strategy for implementation and submitted to the Commissioner for approval	Committee on Compensation (Chairman – Deputy Commissioner Jose Ong)
		Review and resubmit the draft bill exempting the BOC and BIR from the Salary Standardization Law (SSL)	By opening of the new Congress	Draft Bill resubmitted to Congress	Committee on Compensation (Chairman – Deputy Commissioner Jose Ong)
		Follow up/Lobby for approval of the bill!	After filing of the bill	Attendance to all Committee hearings	Committee on Compensation (Chairman – Deputy Commissioner Jose Ong)
		Explore for models and conduct study on possible fees that may be subject to BoC collection, retention and utilization.	Not later than November 30, 2010	Study conducted, completed and submitted to the Commissioner with recommendation for issuance of an Executive Order	Committee on Compensation (Chairman – Deputy Commissioner Jose Ong)

		Upon approval of recommendation, Prepare and submit draft Executive Order allowing BoC to retain certain percentage of fees they collect for the purpose of increasing benefits of employees.	Within one month from approval of recommendation	Draft EO submitted to the Office of the President	Committee on Compensation (Chairman – Deputy Commissioner Jose Ong)
		Develop procedures to access legal and financial support to BoC employees attending to cases for BoC/Government related to performance of their official functions	December 30, 2010	Procedures to Access legal and financial report developed and disseminated to all BoC employees	Dir. Simplicio Domingo
3. Human Resource Management	To enhance HR processes and make them more transparent and accountable	Request technical assistance to fund the study and/or development of a feedback mechanism system to verify compliance of policies, rules, and regulations on various HR processes as stated in the existing orders are strictly complied with.	June 30, 2010	Letter request and documented agency response	Ms. Wilnora Cawile

		Implement the conduct of work measurement study to determine real and actual manpower requirements in sensitive divisions/ offices as a priority to use as basis for deployment consideration.	First Quarter 2011 or in accordance with TRTA II AWP	Work measurement study completed & serving as guidance for reassignment/request for creation of positions	Dir Corazon Azafia
		Adopt and Implement Competency Based Position Description in the HR System with the following priorities: 1. Training 2. Designation and Reassignment 3. Recruitment and Promotion 4. Employee Handbook	1. Training Program Developed by December 30, 2010; Training to start by January 2011 2. March 30, 2011 3. May 31, 2011 4. Employee Handbook	1. Competency Based Training Program Developed & Implemented 2. Competency-based designation and reassignment rules & regulations issued & implemented 3. Competency-based recruitment & promotion rules & regulations issued & implemented 4. Employee Handbook printed, distributed &	No. 1. Ms. Lilibeth Bonifacio No. 2. Ms. Erlinda Lazaro No. 3. Ms. Erlinda Lazaro No. 4. Dir. Ma. Corazon Azafia

				socialized	
4. Training	To institutionalize integrity training and improve integrity of employees and stakeholders	Explore possible partnership with other agencies (EU, USAID, PAGC, Ombudsman, etc.) who will provide funding support for the development of integrity training modules and the actual conduct of integrity trainings, etc.	December 30, 2010	Letter request and documented agency response	Dep. Comm. Jose L. Ong
		Identify and recommend possible trainers /speakers on integrity modules among BOC personnel and prepare appropriate order for the Commissioner's signature. The pool should include from the management group.	December 30, 2010	Approved Order, identifying speakers/trainors on integrity	Ms. Lilibeth Bonifacio
		Conduct consultations with the Brokers group/ Stakeholders to help identify source of funding for the conduct of integrity training and enlist their cooperation on the conduct of such training	Within 2 months from the circularization of the MOU with CCBI	integrity training among brokers conducted	Ms. Lilibeth Bonifacio

		Request for third party assistance to conduct evaluation on the impact of integrity training programs including those being conducted by the Office of the Ombudsman. (e.g. from TRTA II project)	July 30, 2010	Letter request and documented agency response	Dir. Ma. Corazon Azafia
5. Internal Inquiry/ Affairs	Efficient investigation and disposition of cases	Request for additional personnel for IIPD and IPD thru appointment or designation.	December 30, 2010	Approved CPO designating or reassigning additional personnel to IIPD	Atty. Willie Sarmiento
		Finalize the CMO on internal procedure in IIPD and other investigating body/ies and submit the same to the Commissioner for approval	December 30, 2010	Approved CMO on internal procedure of IIPD and other investigating bodies	Atty. Willie Sarmiento
		Recommend the creation of TWG to study possible institution of collegial review body to look into the findings of the investigating body/ies.	July 30, 2010 – Creation of TWG October 30, 2010 – submission of study	TWG created Study conducted, completed and submitted to the Commissioner	Dep. Comm Ong – Creation of TWG TWG – Submission of the Study

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CLUSTER 2 – SAFEGUARDING THE INTEGRITY OF SYSTEMS					
1. Integrity Action Plan	To effectively manage the Integrity Action Plan as a tool for the enhancement of the general integrity of the Bureau of Customs	Revise CMO 23-2008 to incorporate the following: <ul style="list-style-type: none"> • Better strategy for effective implementation of IAP • Provisions on rewards and penalty for attendance ,non-attendance of members/ accomplishment/ non accomplishment of task • Incentives for secretariat and IDC for every meeting • Responsibility incorporated in the respective PES OPES, CESPES • Elevate CMO to CAO 	July 2010	CAO signed by the Commissioner and Secretary of Finance	Draft CAO - Atty. Noemi Alcala Finalized CAO & Submit to the Commissioner – Dir. Corazon Azafia Submit CAO to the Secretary – Commissioner of Customs

2. Corruption Risk Management	To address corruption vulnerable processes in sensitive ports/ divisions/offices/	Continuous updating of the corruption risk management plan with the assistance of the Office of the Resident Ombudsman for the sensitive divisions/offices in selected ports and Headquarters	December 2010	Corruption risk management plan updated	Ms. Winora Cawile
		Conduct of corruption vulnerability assessment and continuous monitoring of corruption opportunities on identified vulnerable processes within the agency	January 31, 2011	List of corruption opportunity risks	Ms. Winora Cawile
		Develop risk mitigating measures in order to manage the corruption opportunities identified in the CVA.	A month after the conduct of the CVA.	Implementation and monitoring system completed	Ms. Winora Cawile
		Conduct impact evaluation of the Corruption Risk Management Plan	First quarter of 2012	Corruption Risk Management Plan impact evaluation report	Ms. Winora Cawile

3. Internal Controls	To institutionalize reviews of customs procedures and activities to maintain integrity and accountability	In case Rationalization Plan is not implemented, submit an EO creating IICD under the Office of the Commissioner.	As soon as there is confirmation that Rationalization will not be implemented	EO submitted	Dep Comm. Jose L. Ong
		Explore possible assistance in the development of Manuals for the remaining identified vulnerable areas	June 30, 2010	ICO Manual reviewed and found acceptable. Pilot tested, training completed	Ms. Wilnora Cawile
		Expand the coverage of internal control/audit to all vulnerable areas with priority to all automated processes	September 30, 2012	100% coverage of all priority areas	Ms. Wilnora Cawile
4. Reform and Modernization	To further improve efficiency and integrity of customs processes and abreast with international customs best practices	Create a new Technical Working group (Legislative/ liaison/committee) to review the present CMTA and incorporate provisions on Integrity, on-line auction, terms of office of officials, etc.	June 30, 2010	TWG created	Dep. Comm. Renaldo S. Nicolas who shall include himself as the Chairman
		Resubmit an improved version of the CMTA.	Within a month after opening of the new Congress this July 2010	Improved bill resubmitted	Deputy Commissioner Reynaldo Nicolas and TWG

		Seek the Commissioner's total support and commitment by personally attending the senate and congressional hearing;	Once the bill is filed	100% attendance to all hearings	Commissioner of Customs
		Prepare and submit for approval Customs rules and regulations in a codified manner and following the RKC structure	Dependent upon the passage of the CMTA	Codified rules and regulations prepared & approved	Deputy Commissioner Reynaldo Nicolas & TWG
		Conduct orientation seminars and training at all ports on the new rules and regulations to ensure consistency of implementation	Within 2 months from approval of bill and issuance of each rules and regulations	Orientation seminars and trainings initiated and conducted to all concerned employees	Ms. Lilibeth Bonifacio
		Conduct periodic time release studies, assuming donor funding, to identify bottlenecks that can be eliminated and establish benchmarks quantifying the effects of changes to the process	Once every six months, the first study completed by December 31, 2010	Time release study and other related studies conducted and reports submitted	Deputy Commissioner Reynaldo Nicolas

		Develop and implement strategies in consultation with the brokerage community to minimize the direct contact between brokers and Customs Officers especially in the examination process with strict criteria for any exceptions by amending the appropriate provision of law. The strategy will also provide a process where resolution of disputes between examiners and brokers can be addressed	Strategies developed by December 2010 Implementation by 2011	Implemented strategies	Deputy Commissioner Reynaldo Nicolas
		Immediately Implement the Passenger Baggage System under E2M	End of December 2010	PBS running and being used at NAIA	Deputy Commissioner Alexander M. Arevalo
		Provide for Green Lane processing system in the clearance of passenger in all international airports	First Quarter of 2011	Green Lane Processing system existing in all international airports	Deputy Collector Teresita Roque

5. Seizure Proceedings	To enhance seizure proceedings for better control, more transparency and accountability.	Create a TWG to include representatives from legal service, law division, District collectors, intelligence and enforcement groups, ITDD, technical consultant and invite representative from DOF to review the draft CMO on seizure proceedings and resolve pending issues (e.g. issuance of WSD)	June 30, 2010	TWG created	Deputy Commissioner Jose L. Ong
		Revise the draft CMO to incorporate agreements reached and submit the same for approval of the Commissioner	3 rd quarter 2010	CMO issued and implemented	Deputy Commissioner Reynaldo Nicolas & TWG
		Develop training module for collectors and prosecutors on seizure proceedings including the adoption of model or template of a decision/order	4 th quarter of 2010	Training module developed/Model or template decision formulated/Actual training conducted	Deputy Commissioner Reynaldo Nicolas

7.Auction Proceedings	To ensure that auctionable goods which are already considered government properties are ably protected and to make the auction processes more efficient, transparent and accountable.	Initiate a study to improve the current auction systems which shall include the following: 1.1. Automated Systems of inventory, tracking, accounting and auditing; 1.2. Establishment of secured storage to be provided by Arrastre/Bonded Warehouse Operators or complete Outsourcing of storage; 1.3. outsourcing of the actual conduct of auction; and others	December 30, 2010	Study completed and recommendations submitted	Dir. Prudencio Reyes With the assistance of the Deputy Collector for Operations, POM, MICP & NAIA
		Retrieve from the Office of the Commissioner the recommended Negotiated Contract for the technical assistance on the development of a Manual of Operations on Auction Proceedings, Re-evaluate the same and submit revised recommended action	July 30, 2010	Approved revised recommended action	Deputy Commissioner Reynaldo Nicolas

8. Automation	To further improve efficiency and integrity of customs processes and abreast with international customs best practices	<p>Complete the implementation of all components of the E2M Project in all covered ports and subports of entry, as follows:</p> <ol style="list-style-type: none"> 1. Imports & Assessment System with sub-modules of Electronic Manifest system; Internet lodgement of import entries; Electronic assessment system; Risk management system; Licensing & Clearance system; Payment system; and On-line release system 2. Export Processing System with sub-modules of Automated Export Documentation system; 	December 30, 2010	100% of e2m component systems running and implemented in all covered ports and subports of entry.	Deputy Commissioner Alexander Arevalo
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		<p>Automated Bonds management system; and Raw Materials liquidation system</p> <p>3. Operations Support & Decision Support System with sub-modules with sub-modules of Value Reference Information system; Legal cases tracking system; Passenger baggage clearance system</p> <p>4. Client Profile Registration System</p> <p>5. Enterprise Resource Project with subsystems of HRMS, FS for NG; FMS; GSS; Timekeeping; Payroll system</p>			
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		Above will be implemented in the 17 principal ports of entry and 30 subports of entry and in the Office of the Commissioner for applicable modules			
		Re-submit the ff. CMO for signing: persistent follow-up: <ul style="list-style-type: none"> ➤ Post-entry amendment ➤ Short-shipment ➤ Export Documentation ➤ Informal Entry 	June 15, 2010	CMO resubmitted and approved by the Commissioner	Deputy Commissioner Alexander Arevalo
		Develop and implement mechanisms to monitor usage and possible integrity violations such as log-in/ access audit	September 30, 2010	Monitoring mechanism developed & implemented	Director Rey Deigado
		Improve current feedback mechanism from customers and ensure dissemination of process to all ports	September 30, 2010	Feedback mechanism improved and implemented	Director Jonathan Soriano
		Develop and Implement a business continuity plan for BoC automated and relevant operations.	June 30, 2011	Business Continuity Plan Developed and Approved	Director Rey Deigado

		Enhance Customer Relations Mgmt System, Help Desk through outsourcing	January 30, 2011	CRMS outsourcing agreement	Director Ma. Corazon Azafia
9. Post Entry Audit:	To make the post entry audit as an effective tool towards enhancing integrity and efficiency of frontline customs processes	Recommend the Appointment/ recall of personnel	September 30, 2010	100 percent increase over current PEAG staff	Asst. Commissioner Rolando Ligon
		Adopt strategies that will increase the no. of informed and voluntary compliance.	January 2011	Strategies developed and implemented resulting to remarkable increase of importers availing of voluntary audit	Director Angelito Ursabia
		Establish a secure, integrated and automated records management system at PEAG.	December 2011	Records Management system operational and being implemented	Asst. Commissioner Rolando Ligon
		Establish and implement a system of gathering feedback from RMG, enforcement, Billing and Liquidation Division of Ports, etc for purposes of ensuring more effective trade information risk assessment profiling.	December 30, 2010	Feedback system developed and being used by PEAG	Asst. Comm. Rolando Ligon

10. Cargo Risk Management	To further improve efficiency and integrity of customs processes and abreast with international customs best practices	Recruit and train new staff with risk management skills when the staffing level increases	December 30, 2010	RMO fully complemented	OIC Filomeno Vicencio
		Develop and adopt a compliance mechanism to measure risk	December 31, 2010	Mechanism to measure risk developed and being used	OIC Filomeno Vicencio
		Full and strict implementation of the enhanced risk management system module under E2M.	September 30, 2010	Enhanced risk management system in the e2m fully utilized by RMO	Ms. Delia Canlas
		Conduct a study on X-ray machine in Cargo Risk Management.	December 31, 2010	Study on X-ray effectiveness conducted	Deputy Commissioner Horacio Suansing
		Establish and implement a system of gathering feedback from various units like PEAG, MISTG, X-ray and Enforcement to maintain effectiveness of the selectivity system under E2M.	December 31, 2010	Feedback gathering system established and inputs from the identified offices are being used by RMO	OIC Filomeno Vicencio

11. Procurement Management	To further improve efficiency and integrity of the BOC procurement processes and comply with the IDR recommendations	Review current procurement process of goods and infrastructure to determine its effectiveness in enhancing integrity and preventing corruption. This should include the monitoring of the performance of suppliers and contractors, instituting sanctions and penalties for non-performance and establishing best market prices	December 31, 2010	Report submitted and considered	Ms. Wilnora Cawile
		Develop a General Services Division Operations Manual for the guidance of concerned personnel	June 30, 2011	Manual approved, printed and utilized	Dir. Ma. Corazon Azafia
12. Financial Management	To further improve efficiency and integrity of the BOC financial management system and comply with the IDR recommendations	Review effectiveness of current control mechanisms in selected critical financial management processes and recommend necessary action (deletion, addition, revision) with emphasis on the obtaining situation of long outstanding CAs, non-compliance of accountable officers	December 31, 2010	Report submitted and considered	Ms. Wilnora Cawile

		Develop a Manual on Financial Management for the guidance of concerned personnel	June 30, 2011	Manual approved, printed and utilized	Dir. Liwayway Mendoza
13. Leadership	To demonstrate management support in integrity initiatives of the Bureau	Draft guidelines defining the roles of the management (from Division Chiefs and up) in the prevention and detection of corruption and in the implementation of the IAP and devise a mechanism that will monitor compliance thereto	December 30, 2010	Appropriate order issued, circulated and being implemented. Monitoring system in place and running	Integrity Development Committee as a body

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CLUSTER 3 – ENHANCING INSTITUTIONAL INTEGRITY AND INTEGRITY OF STAKEHOLDERS					
1. Service Charter	To Interface with stakeholders as effective partners towards the improvement of agency integrity	Secure technical support for the development of the feedback mechanism (EU-TRTM rapid response) for the implementation of CSC.	June 30, 2010	Technical Assistance provided. Feedback mechanism established and institute improvements on the client service charter based on feedback.	Dir. Ma. Corazon Azaña
		Plan and conduct training programs for both BOC and stakeholders. Seek support from private institutions like CCBI.	Starting 3 rd Quarter, 2010	Training conducted at least twice a month (1 for Customs Brokers and 1 for BOC)	Ms. Lilibeth Bonifacio in coordination with Mr. Chris John Garcia
		Follow-up with the Commissioner the signing of CMC circulating the MOA with CCBI. Work with other BOC Key Stakeholders on the possible MOA/MOU re: cooperation in the implementation of BOC IAP	June 15, 2010 December 30, 2010	CMC signed or MOA circulated At least one more MOA signed with another stakeholder group	Deputy Commissioner Reynaldo Nicolas

		Assign dedicated personnel thru job contract to monitor the information materials on service charter posted in all offices/ports to ensure that they are complete and updated including the maintenance of Helpdesk and other requirements of the Anti-Red Tape Act	Starting July 1, 2010 and onwards	Dedicated Personnel assigned	Ms. Wilnora Cawile
2. Communication Plan	To project a more positive public image for the Bureau of Customs	Outsource Public Relations company to carry out the Communication Plan	Starting CY 2011	Information campaign conducted, and timely quarterly reports received Outsourcing contract signed.	Ms. Jessil Felisario
		Prepare and submit draft CMO on procedure/approval on news and/or information uploading in the Website including its proper and full utilization	July 30, 2010	CMO signed	Ms. Jessil Felisario

		Outsource Web Maintenance and technical support group to make the Website more dynamic and interactive.	4 th Quarter 2010	Outsourcing MOA signed	Director Ma. Corazon Azana and Mr. Jaime Taborda
		Monitoring of publicized news about BOC, conduct analysis as whether negative or positive and take proper actions to address the negative issues	Starting July 2010 and every month thereafter	Analysis report and recommended actions submitted to IDC for corresponding action	Ms. Jessil Felisario
		Conduct a non traditional survey (targeting BOC clients only) on level of corruption at Customs	January 11, 2010	Contract signed Survey results made public	Deputy Commissioner Jose Ong
3. BOC-Ombudsman Partnership	To enhance coordination and management of anti-corruption programs	Construct and Inaugurate Office of the Resident Ombudsman at the ground floor of the OCOM Building.	September 30, 2010	Office inaugurated and utilized	Ms. Raquel de Jesus

		Identify other partnership activities, other than training between BOC and OMB and implement the same	September 30, 2010	Partnership activities identified and documented for monitoring	Managing Chairman, IDC and Resident Ombudsman
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